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U.S. Department of State Foreign Affairs Manual Volume 5 Handbook 2
Telecommunications Handbook

5 FAH-2 H-500
MANAGING DIPLOMATIC
TELECOMMUNICATIONS SERVICE (DTS)
DATA CIRCUITS

5 FAH-2 H-510
DTS NETWORK

(CT:TEL-31; 06-06-2012)
(Office of Origin: DTS-PO)

5 FAH-2 H-511 NETWORK DESCRIPTION

(CT:TEL-31; 06-06-2012)
(Uniform all agencies)

The Diplomatic Telecommunications Service (DTS) network is a system of integrated networks (voice, switch, and router) supporting foreign affairs agency headquarters in Washington, DC, and U.S. diplomatic missions abroad. The DTS network rides over terrestrial, *Internet*, and satellite circuits that are further segregated into shared and dedicated customer circuits. Department of State telecommunications circuits, as well as telecommunications links to support all other foreign affairs agencies at U.S. diplomatic missions abroad, are integrated into the DTS network.

5 FAH-2 H-512 DIPLOMATIC
TELECOMMUNICATIONS SERVICE PROGRAM
OFFICE (DTS-PO)

(CT:TEL-31; 06-06-2012)
(Uniform all agencies)

As directed by Congress, *22 U.S.C. Chapter 80*, the purpose and duties of DTS-PO shall be to carry out a program for the establishment and maintenance of a diplomatic telecommunications system and communications network (DTS network) capable of providing multiple levels of service. It must meet the wide ranging needs of all U.S. Government agencies and departments at diplomatic

UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 5 Handbook 2
Telecommunications Handbook

facilities abroad, including national security needs for secure, reliable, and robust communications capabilities.

5 FAH-2 H-512.1 DTS Customer Service Desk

(CT:TEL-31; 06-06-2012)

(Uniform all agencies)

The DTS Network *Operations* Center (*NOC*) is the DTS network's central point of contact for circuit activation, upgrades, maintenance, and troubleshooting. The *NOC*, located at DTS-PO, is a 24/7/365 operation (i.e., 24 hours a day, 7 days a week, 365 days per year, including holidays).

- (1) *NOC*—Toll free 1-800-438-7457
- (2) *NOC*—Direct 703-**278-1599**
- (3) *NOC*—Unclassified fax 703-**278-1334**
- (4) *NOC*—Secure voice and fax 703-**278-1698**

5 FAH-2 H-512.2 Regional Relay Facilities (RRF)

(CT:TEL-31; 06-06-2012)

(Uniform all agencies)

All circuitry in the DTS network is through *the seven Regional Relay Facilities (RRFs)*, which provide physical connectivity to DTS subscribers. The *RRFs are*:

- *USOFFICE GTS Global Telecom Beltsville—Beltsville, MD*
- *Brandy Station—Warrenton, VA*
- *NAP (Network Access Point) of the Americas—Miami, FL*
- *London Embassy, Annex A—Croughton, England*
- *DOD/DISA Europe European Communication Research Center (ECRC)—Egelsbach, Germany*
- *Opana, Hawaii*
- *Naval Air Station—Sigonella, Italy*

5 FAH-2 H-512.3 DTS-PO Representatives at Post

(CT:TEL-31; 06-06-2012)

(Uniform all agencies)

The *Information Programs Center (IPC) and Information Technical Center (ITC)* staffs serve as DTS representatives for customer support, operations, and maintenance of the DTS network at *posts*.

UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 5 Handbook 2
Telecommunications Handbook

5 FAH-2 H-512.3-1 DTS Customer Representative

(CT:TEL-31; 06-06-2012)

(Uniform all agencies)

The IPC Staff (IMO/IPO/IPS/IMS, *see 5 FAH-2 H-128*):

- (1) Is the DTS customer's point of contact at post;
- (2) Ensures all DTS customer issues at post are addressed;
- (3) Communicates customer issues and concerns to DTS-PO;
- (4) Advises customers on how to formally apply for circuit upgrades or new installations, and
- (5) Coordinates new circuit activation for subscribers and maintains customer interface control documents *and records which indicate* the type of DTS service for each subscriber.

5 FAH-2 H-512.3-2 DTS Technical Representative

(CT:TEL-31; 06-06-2012)

(Uniform all agencies)

The ITC (or IPC Staff in the absence of an ITC Staff):

- (1) Is responsible for the operational readiness *of the DTS network systems and associated circuitry*;
- (2) Coordinates troubleshooting for DTS network problems;
- (3) Ensures that wiring and installation standards are met; and
- (4) Informs DTS-PO and all concerned offices, as appropriate, of telecommunications technical problems.

5 FAH-2 H-512.4 DTS-PO Training Academy (DTA)

(CT:TEL-31; 06-06-2012)

(Uniform all agencies)

- a. *The DTS-PO Training Academy provides field and local personnel with hands-on proprietary network communications equipment training. The DTS offers courses year-round in Warrenton, VA, and various U. S. embassies and consulates worldwide.*
- b. *The email contact for DTA is DTS-PO_NOG_NMD_DTA@state.gov. Their phone number is 540-428-4740.*

5 FAH-2 H-513 DTS NETWORK

(CT:TEL-31; 06-06-2012)

UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 5 Handbook 2
Telecommunications Handbook

(Uniform all agencies)

- a. *The DTS-PO network architecture, the Foreign Affairs SBU Transport (FASTNet), offers three transport options: terrestrial, satellite and Internet, which serve to support the diversity of its customers' requirements. Service offering at each site varies depending on the state of modernization of the installed DTS infrastructure and the maturity of the local commercial infrastructure. The DTS network is a "network of networks".*
- b. *FASTNet architecture was designed to improve the availability, quality of service, and security of the existing DTS Network. This network is Internet Protocol (IP) based which better aligns with industry practices and customer requirements. Non-IP services, such as voice and bit-synchronous circuits have been adapted for transport over IP.*

5 FAH-2 H-513.1 DTS International Voice Gateway Network Service

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(Uniform all agencies)

The International Voice Gateway (IVG) network is a private international telephone network *directly linking the Department of State with Posts abroad. DTS-PO established the network to provide a cost-effective, U.S. Government-controlled and switched telephone service for foreign affairs agencies. The IVG network supports a variety of dialing schemes and provides Posts access to the domestic public switched telephone network (PSTN). The central switch at the USOFFICE GTS Global Telecom in Beltsville, MD provides the dial tone and switching for IVG trunks (see 5 FAH-2 H-641).*

5 FAH-2 H-514 DTS EQUIPMENT REPAIR AND RETURN PROCEDURES

(CT:TEL-31; 06-06-2012)

(Uniform all agencies)

Procedures for managing the repair, return, or replacement of defective DTS equipment are available on DTS-PO's classified home page, <http://dtspo.m.state.class/customers/default.aspx>. These procedures are in the following documents: "How to TechReq for DTS-PO equipment" and "DTSPartsCat". Recommend each Post incorporate the TechReq procedures and parts list into the Post's standard operating procedures (SOP).

5 FAH-2 H-514.1 DTS FASTNET EQUIPMENT

(CT:TEL-31; 06-06-2012)

UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 5 Handbook 2
Telecommunications Handbook

(Uniform all agencies)

Report outages of all equipment located in the FASTNet rack directly to the DTS-PO Network Operations Center (NOC). The NOC will open a ticket indicating the specific symptoms. This ticket number will track the outage while going through the DTS-PO process of testing, preparing and shipping a replacement for equipment located within the FASTNet rack(s).

5 FAH-2 H-515 DTS OUTAGE AND RESTORATION REPORTING REQUIREMENTS

(CT:TEL-31; 06-06-2012)

(Uniform all agencies)

- a. Network outages are characterized as either scheduled or unscheduled. A scheduled outage report is to be filed as far in advance as possible, preferably not less than 72 hours. An unscheduled outage is an unplanned disruption of service, which exceeds one (1) hour. Post submits all outage and restoration reports using a CONFIDENTIAL DTS CHANNEL telegram, addressed to DTS-PO WashDC, the Network Operation Centers (NOC), the Area Telecommunications Office (ATO) Headquarters, the regional ATO, and the Regional Information Management Center (RIMC)
- b. Each Post should maintain a copy of DTS/RG-2 (DTS Reporting Guide, Revision 2) for instructions on reporting outages. This publication contains official criteria and sample formats for circuit situation reports, circuit outages and restoration reports. *The DTS reporting Guide is located on the DTS-PO classified home page at <http://dtspo.m.state.class/customers/default.aspx> .*

5 FAH-2 H-516 OTHER DATA CIRCUITS

(CT:TEL-31; 06-06-2012)

(Uniform all agencies)

See 5 FAM 500, Telecommunications, or 5 FAM 800, Information Systems Management, for information regarding other circuitry topics not discussed in this handbook.

5 FAH-2 H-517 THROUGH H-519 UNASSIGNED

(TL:TEL-2; 05-23-2002)